

Dear Stakeholders,

Our country is facing today an emergency unparalleled in contemporary society.

Since the start of the emergency, at Exprivia we have taken all useful measures to align with the Authorities' instructions to combat the spread of Coronavirus (COVID-19), with the dual aim of safeguarding the value that we create for our clients and the health of all our collaborators.

We are discovering how the investments we have made over the years to develop our organisational and technological infrastructure are ensuring today, even in this emergency situation, that we are able to manage all our systems and processes, without compromising normal service levels.

Starting from 14 February, we have created an internal task-force to manage the emergency. This team was created with the aim of guaranteeing the operations of all departments and of all activities in service to clients, designing and implementing immediate responses as the situation evolves.

We have disseminated and shared with our employees the sanitary and behavioural rules established by the Authorities. We have arranged smart-working from the outset in our offices in the North and then across the whole country; 90% of the company population are now working from home. Since 24 February, we have suspended all business travel, holding meetings and training activities by video conferencing systems. In all our offices we have adopted precautionary measures and strengthened our hygiene procedures - also within our contact centres, where we have reorganised the spaces and activated the smart working method.

Despite the exceptional nature of the situation, we continue to work every day with the aim of providing a quality service. We are at your side, always operational and ready to innovate, implement, and assist.

Exprivia has not stopped and will not stop.

Domenico Favuzzi  
President Exprivia S.p.A